



NACADA
FOR A NATION FREE FROM ALCOHOL AND DRUG ABUSE

RESOLVED SERVICE DELIVERY CHARTER

At the **National Authority for the Campaign Against Alcohol and Drug Abuse**, we are committed to serving you promptly with courtesy and efficiency. This is our promise to you.

SERVICE	REQUIREMENTS TO OBTAIN SERVICE	SERVICE FEE (KSHS*)	TIMELINE
Serving Customers	Courtesy and respect	Free	Within 7 minutes
Enquiries Face to Face	None	Free	Immediate
Telephone (office Line)	None	Free	Up to 3 rings
Correspondences	None	Free	Acknowledgement and response within 7 working days
Publications/IEC materials	Letter or email	Free	Acknowledgement and response within 7 working days
Website	None	Free	Immediate
Social media platforms	None	Free	Acknowledgement within 48 hours on receipt
Resource Centre	None	Free	Working hours (Mon-Fri 800am to 5.00pm)
Research on alcohol and drug abuse- Baseline/ follow-up surveys	Letter of Request or proposal	Subject to contract guidelines	Working hours (Mon-Fri 800.am to 5.00pm)
Advise on development and implementation of ADA Workplace policies (Public & private sector organizations)	Letter of Request or proposal	Subject to contract guidelines	Working hours (Mon-Fri 800.am to 5.00pm)
Trainings/Capacity-building on ADA prevention, counseling, treatment, rehabilitation and aftercare (Public & Private Sector)	Letter of Request or proposal	Depends on required resources & scope. Each case on its own merit	Weekdays 8.00 a.m. to 5.00 p.m. excluding public holidays
Basic counselling and referrals on treatment, rehabilitation and aftercare	None	Free	45 Minutes to 1 Hour
24-hour free Helpline service 1192: Counseling and referral services on alcohol and drug abuse	None	Free	Immediate*
Accreditation, advise, and licensing of treatment and rehabilitation facilities	None	None	Acknowledgement and response with 7 working days
Certification Training Program for Addiction Professionals	Application	Kshs25,000/- per phase	Acknowledgement and response with 7 working days
Enforcement on compliance to the ADCA, 2010 on alcohol and drug abuse	None	N/A	Acknowledgement and response with 7 working days
Job or Attachment Application	None	N/A	Acknowledgement and response with 7 working days
Payments for goods and services rendered	Relevant documents to support payments	N/A	Acknowledgement and response with 7 working days
Procurement of goods and services	Relevant documents	As per PPRA	Acknowledgement and response with 7 working days

**Depends on when a counselor concludes serving clients before an incoming call. Service fees are non-refundable.*

Any service that does not conform to the above standards or any officer who does not live up to the above commitment to courtesy and excellence in service delivery should be reported to:

Chief Executive Officer

National Authority for the Campaign Against Alcohol and Drug Abuse
NSSF Building, Block A, Eastern Wing 18th Floor
P.O. Box 10774-00100 GPO NAIROBI
Tel.: +254 020 272 1997
Email: complaints@nacada.go.ke / info@nacada.go.ke
Website: www.nacada.go.ke

The Commission Secretary/CEO

Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way, Nairobi P.O.
Box 20414-00200 NAIROBI
Tel.: +254 020 2270000/2303000
Email: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke

NACADA endeavors to uphold our national values and principles of governance on human dignity; human rights; equality and equity; social justice and inclusiveness; non-discrimination and protection of the marginalized.

@NACADAKenya NACADA Kenya (FB Twitter Instagram)